

Position Description

Read each heading carefully before proceeding. Make statements simple, brief, and complete. Be certain the form is signed. Send the original to the Office of Personnel Services.

CHECK ONE: ☐ NEW POSITION ☐ EXISTING POSITION

Part I - Items 1 through 12 to be completed by department head or personnel office.

1. Agency Name		9. Position No. K0227230	10. Budget Program Number		Agency Number
2. Employee Name (leave blank if position vacant)		11. Present Class Title (if existing position) Public Service Executive I			
3. Division West Region		12. Proposed Class Title			
4. Section Program Service Integration (PSI)	For Use By Personnel Office	13. Allocation			
5. Unit Economic and Employment Services (EES)		14. Effective Date			
6. Location (address where employee works)		15. By	Approved		
City	County				
7. (circle appropriate time) Full time X Perm. Inter. Part time Temp. %		16. Audit Date: By: Date: By:			
8. Regular hours of work: (circle appropriate time) FROM: 8:00 AM/PM To: 5:00 M/PM		17. Audit Date: By: Date: By:			

PART II - To be completed by department head, personnel office or supervisor of the position.

18. If this is a request to reallocate a position, briefly describe the reorganization, reassignment of work, new function added by law or other factors which changed the duties and responsibilities of the position:

19. Who is the supervisor of this position? (person who assigns work, gives directions, answers questions and is directly in charge)?

Name

Title

Position Number

Maggie Pechanec

Public Service Executive II

Who evaluates the work of an incumbent in this position?

Name

Title

Position Number

Maggie Pechanec

Public Service Executive II

20. a) How much latitude is allowed employee in completing the work? b) What kinds of instructions, methods and guidelines are given to the employee in this position to help do the work? c) State how and in what detail assignments are made.

Extensive latitude is given to independent judgment and initiative. Written and verbal instructions are followed based on Federal and State law, rules, and regulations and agency policies and procedures. Assignments are normally general direction based on broad agency expectations. Most program decisions are made independently and in collaboration with the PA or other lines of business.

21. Describe the work of this position using the page or one additional page only. (Use the following format for describing job duties):

What is the action being done (use an action verb); to **whom** or **what** is the action directed (object of action); **why** is the action being done (be brief); **how** is the action being done (be brief). For each task state: Who reviews it? How often? What is it reviewed for?

Number Each Task and Indicate Percent of Time and Identity each function as essential or marginal by placing an E or M next to the % of time for each task. Essential functions are the primary job duties for which the position was created and that an employee must be able to perform, with or without reasonable accommodation. A marginal function is a peripheral, incident of minimal part of the position.

No. Each Task and Indicate Percent of Time	E or M	
1. 25%	E	<p>Program Management In conjunction with Program Administrator (PA), sets direction, establishes boundaries, and develops regional protocol and procedures for unit operation. Ensures program service delivery standards are met or exceeded by building alignment and sense of commitment for agency values, a customer centered culture and quality customer service delivery among employees. Ensures successful implementation of Integrated Services and the delivery of quality customer service by the managers and with the front line workers. Monitors service delivery across the region continuously, to ensure positive customer interaction and effective achievement of agency and program goals. Develops strategies to address short term and long-term delivery and evaluates effectiveness of these strategies. Manages service and program plans to ensure full and successful achievement of agency initiatives and priorities including integrated service delivery teams and customer service/customer centered goals. Manages customer concerns for the EES programs. Manages customer complaints and concerns as needed. Ensures all concerns are responded to timely, in proper format and that the responses are accurate and customer friendly. Supports the IST process by attendance at meetings, serving as the team coach, facilitating meetings; ensuring staff bring cases and are inviting customers to participate in IST meetings; ensuring documentation of the meeting is kept; entering required information into regional database; and providing feedback to supervisors of team members in regard to their participation in the IST process.</p>
2. 25%	E	<p>Program Coordination and Consultation Understands agency and program direction. Communicates how manager's work fits into overall goals of SRS and specific program. Explains relevant policy and organizational changes by delineating what is different from current policies, reasons for changes, and positively articulates vision in a manner, which allows others to focus efforts and emphasis to successfully implement organizational change and/or meet organizational mission, vision and goals. In conjunction with PA establishes protocol and procedure for interpreting policy, answering questions, and disseminating policy clarifications. Facilitates the flow of information among employees and teams by gleaned relevant and important information and presenting it clearly and concisely, using an appropriate medium. Demonstrates open, honest and respectful communication, encourages others to express differing viewpoints, and listens to differing points of view without becoming defensive.</p>
3. 25%	E	<p>Resource Management Monitors and evaluates EES manager's ability to deliver accurate responsive services by utilizing central management systems and reports. In consultation with the PA, helps develop appropriate corrective action strategies to address the manager's unit performance. Evaluates the effectiveness of the strategies. Supervises the managers to meet agency and program goals. Monitors work assignments and work flow in all offices to ensure effective and equitable distribution of caseload work equal utilization of workers. Identifies desired program outcomes, develops reports and monitoring tools and provides regular reports and information to the PA. In conjunction with the PA, recommends staffing levels needed to successfully meet outcomes and provide quality customer service. Adjust staff appropriately in response to changing organizational priorities.</p>
4. 25%	E	<p>Human Resource Management Assists with interviewing, selection, and hiring actions. Evaluates managers/staff in keeping with personnel regulations to ensure that program areas are appropriately staffed and the delivery of services are timely. Manages conflict resolution. Provides leadership, mentoring, guidance and direction to the EES managers. Establishes performance expectation, provides regular feedback, evaluates and reviews managers/staff performance. Sets and communicates expectation regarding performance, behavior, attitude and conduct that are measurable, understandable, verifiable, and reasonable. Uses available tools, including probationary period to address poor performance, takes disciplinary action when appropriate. Strives to build capacity within the EES managers, for succession planning and individual development. Promotes the agency vision, by leading by example. Identifies training needs within EES and takes an active role in working with Professional Development and managers to meet training needs. Manages information and communicates effectively. Provides coverage for unit managers in the event of absences or vacancies.</p>

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22. a. If work involves leadership, supervisory, or management responsibilities, check the statement which best describes the position:
- () Lead worker assigns, trains, schedules, oversees, or reviews work of others.
 - () Plans, staffs, evaluates, and directs work of employees of a work unit.
 - () Delegates authority to carry out work of a unit to subordinate supervisors or managers.

- b. List the names, class titles, and position numbers of all persons who are supervised directly by employee on this position.

Name

Title

Position Number

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23. Which statement best describes the results of error in action or decision of this employee?

- () Minimal property damage, minor injury, minor disruption of the flow of work.
- () Moderate loss of time, injury, damage or adverse impact on healthy and welfare of others.
- (X) Major program failure, major property loss, or serious injury or incapacitation.
- () Loss of life, disruption of operations of a major agency.

Please give examples.

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24. For what purpose, with whom and how frequently are contacts made with the public, other employees or officials?

This position requires daily contact with agency employees, including administrative, supervisory and policy staff, community agencies, governmental officials, community leaders and the public.

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25. What hazards, risks or discomforts exist on the job or in the work environment?

The overall administrative program responsibilities involve stress on a daily basis. This position may often deal with angry and hostile individuals. The potential for legal liability exists. Frequent travel within a large region is required. This job may frequently require working outside of the normal business hours.

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26. List machines or equipment used regularly in the work of this position. Indicate the frequency with which they are used:

Computer, telephone, fax machines, copy machine used daily. Vehicle use as required for business travel

PART III - To be completed by the department head or personnel office

27. List the minimum amounts of education and experience which you believe to be necessary for an employee to begin employment in this position.

Education – General

One year of experience in planning, organizing and directing the work of a department, program or agency. Education may be substituted for experience as determined relevant by the agency.

Education or Training - special or professional

Licenses, certificates and registrations

Special knowledge, skills and abilities

Experience - length in years and kind

Minimum 3 years supervisory experience.

Minimum of two or two years-experience in customer engagement activities and providing customer service.

Minimum of two or two years of experience in development of professional business relationships.

28. SPECIAL QUALIFICATIONS

State any additional qualifications for this position that are necessary either as a physical requirement of an incumbent on the job, a necessary special requirement, a bona fide occupational qualification (BFOQ) or other requirement that does not contradict the education and experience statement on the class specification. A special requirement must be listed here in order to obtain selective certification.

Signature of Employee

Date

Signature of Personnel Official

Date

Approved:

Signature of Supervisor

Date

Signature of Agency Head or
Appointing Authority

Date